



TECH TALK - VOLUME 273

March - April 2023

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FIRST 2023 QUARTERLY TECHNICIAN QUIZ - TQ0123

The first 2023 Quarterly Technician Quiz is available between January 4 - April 7, 2023.

Dealer personnel *must successfully complete the quiz* no later than April 7, 2023.



DATES TO REMEMBER:

- Easter - April 9th
- Mother's Day - May 14th
- Memorial Day - May 29th*

*Observed Holiday



TECHNICAL INFORMATION

SPARE PART INFORMATION: ORDERING REPLACEMENT PARTS

When ordering replacement parts for warranty claims or collision repairs, review the Moroney Label on the superscreen, to determine if the vehicle came with an applicable accessory. ASA-CAPS provides the factory parts numbers, while ASA-ACC provides the accessory part numbers.

AFFECTED MODELS:

ALL Models

PART INFORMATION:

All accessory parts such as but not limited to: Front undergarnish, rear undergarnish, spoilers, side moldings, front sporty effects, side sporty effects, rear sporty effects, etc.

EXAMPLE:











PART	FACTORY PART	ACCESSORY PART
AIR SPOILER, ROOF	6515A383WH	MZ574747EX

ASA-CAPS

PNC	Description	Part Number
70414B	GASKET,AIR SPOILER SIDE	6515A325
70414C	GASKET,AIR SPOILER SIDE	6515A311
70415B	GASKET,AIR SPOILER,CTR	6515A310
70432	AIR SPOILER,ROOF	6515A383WH
70492B	SCREW,AIR SPOILER	MS200307
70497	CLIP,AIR SPOILER	MU000912
70498B	BOLT,AIR SPOILER	MS100242
80356A	LAMP ASSY,HIGH MOUNTED STOP	83344199
84427A	NOZZLE ASSY,RR WINDOW WASHER	82658052

SPARE PART INFORMATION: ORDERING REPLACEMENT PARTS (Continued)

ASA-ACC

Product		Part Number	Remarks
TAILGATE SPOILER,X42		MZ574642EX	BLACK X42
TAILGATE SPOILER,P26		MZ574643EX	RED P26
REAR SPOILER,C06		MZ574644EX	BROWN C06
TAILGATE SPOILER,U17		MZ574646EX	GRAY U17
TAILGATE SPOILER,D06		MZ574690EX	
TAILGATE SPOILER,U25		MZ574725EX	SILVER U25
REAR SPOILER,M11		MZ574739EX	
REAR SPOILER,P62		MZ574740EX	
REAR SPOILER,C22		MZ574741EX	
SPOILER, W85		MZ574747EX	

FALSE VEHICLE ALARM

AFFECTED MODELS:

2022 Outlander

Customers may report their vehicle alarm goes off when the vehicle is parked, locked and unattended despite no signs of tampering or forced entry. The Hood Latch Switch integration may be the cause. To determine if the Hood Latch Switch is operating properly, using MUT III, navigate to the IPDM/ER and review the data list found in Volume 4, Power Control System, page 21. If the hood position is not displayed properly when the hood is open or closed, then the hood latch may not be functioning properly. As many of these conditions are possibly intermittent in nature and therefore difficult to duplicate, slightly tugging on the hood with it closed might result in a reading change which in turn could be a reason for the alarm trigger. Also, some cases have been noted where one of the door position switches has been at fault as well. The same test method (pulling slightly on a closed door while watching the data monitor) has been helpful to locate an area of failure.

REPAIR INFORMATION: FRONT DOOR DELTA GARNISH POOR ADHESION

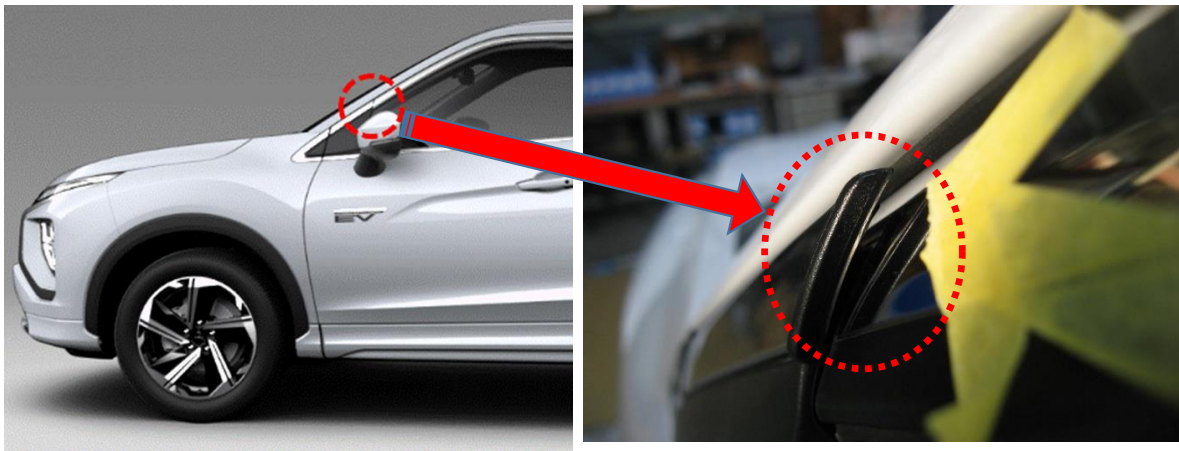
The Front Door Delta Garnish may become loose due to poor adhesion of the Front Door Sash Molding (refer to the images below). This article informs you of the repair method.

Affected Models:

2018-2020 and 2022-2023 Eclipse Cross

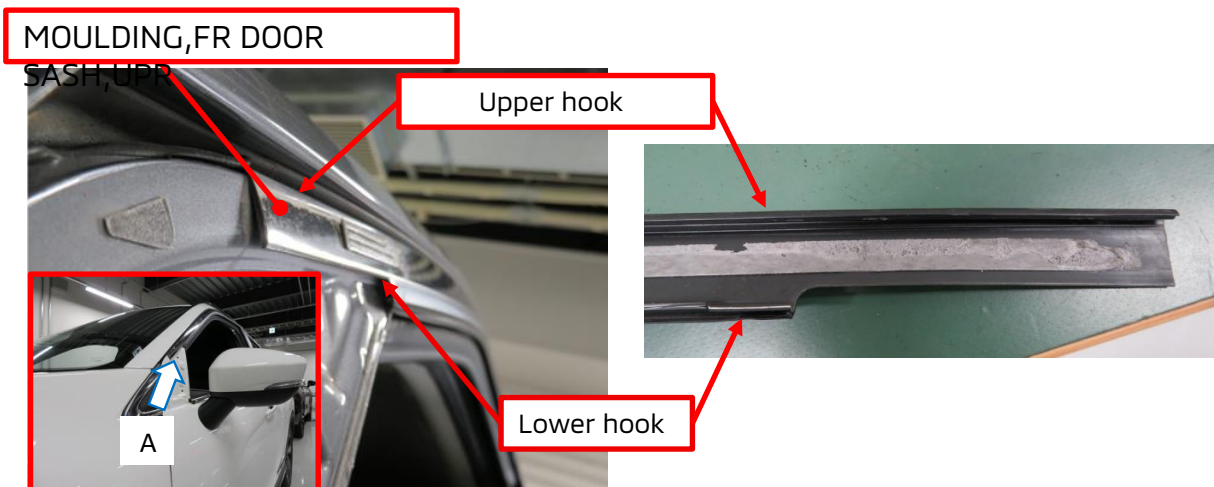
Phenomenon:

The Front Door Garnish becomes loose as shown in the images below.



Repair Method:

- Replace both (MOULDING,FR DOOR SASH,UPR) and (GARNISH,FR DOOR DELTA,OTR) with new ones since the parts may be deformed.
- Make sure that both hooks of the (MOULDING,FR DOOR SASH,UPR) are fitted tightly when replacing the part to prevent the double-sided tape from peeling off.



REPAIR INFORMATION: BODY PLUG

The engine bay may become dirty after driving in the rain or washing the underneath of the vehicle due to water being thrown up by the tires. This water may then enter through holes and enter into the engine bay.

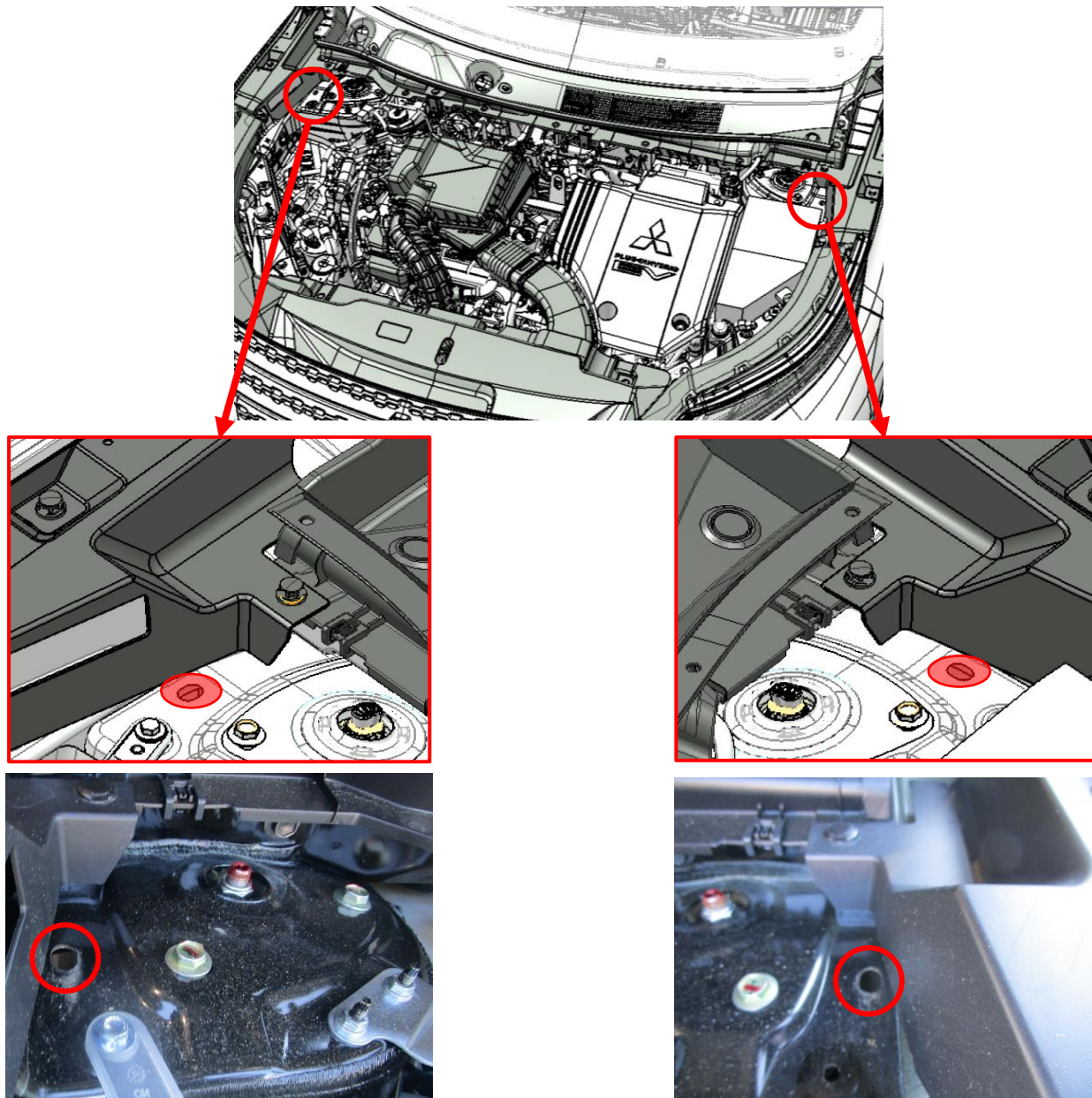
Affected Models:

2022-2023 Outlander
2023 Outlander PHEV

Repair Procedure:

Plug the holes (identified below in red) by using PLUG,BODY (AX000281), 2 pieces per vehicle.

Note: Clean and degrease the marked positions (identified below by red shading) before attaching the PLUG,BODY (AX000281).

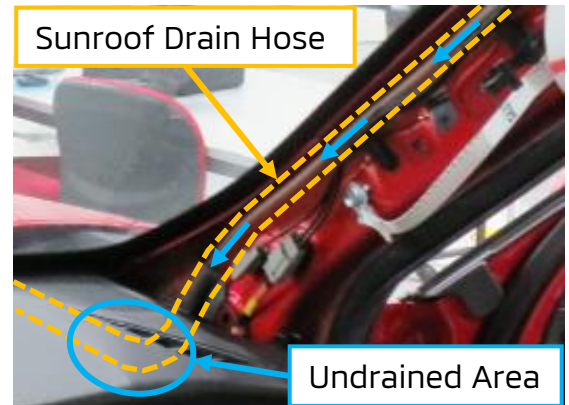


REPAIR INFORMATION: POPPING SOUND FROM SUNROOF AREA

When driving at high speed on a rainy day, a popping sound may occur from the front side of the sunroof.

If the sunroof drain hose has slack or is loose near the hose outlet (bottom of the front pillar), rain water could remain there instead of draining.

As a result the popping sound may occur. This article introduces the repair procedure for this phenomenon.



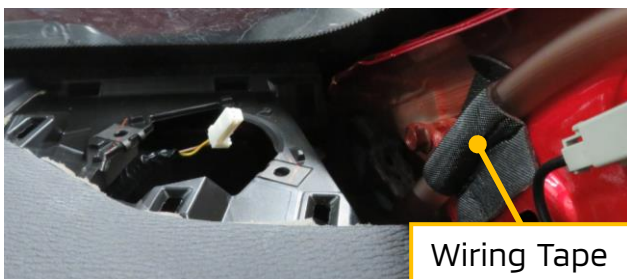
Affected Models:

2022-2023 Outlander
2023 Outlander PHEV } equipped with sunroof

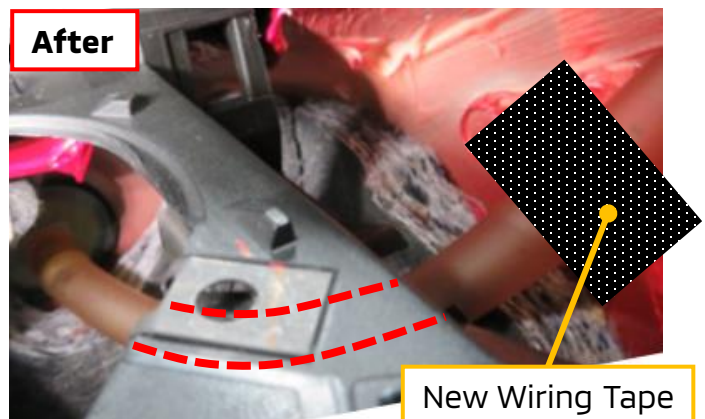
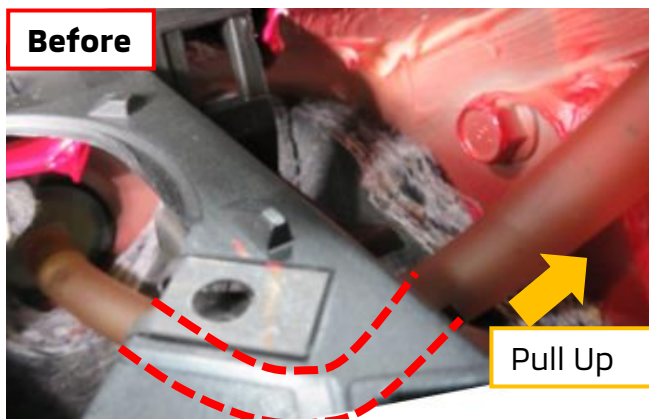
Procedure:

Check if the popping sound occurs on the LH or RH, and perform the following steps.

1. Remove the Front Pillar Garnish, Front Speaker Garnish, and Front Speaker to reach the drain hose.
2. Remove the wiring tape to confirm whether the drain hose is straight or not.



3. If hose is not straight, pull up the drain hose to make it straight and repair with new wiring tape (Part No. MB031945).



REPAIR INFORMATION: POPPING SOUND FROM SUNROOF AREA (Continued)

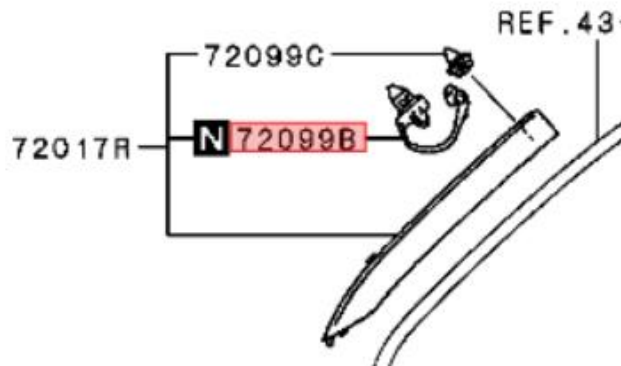
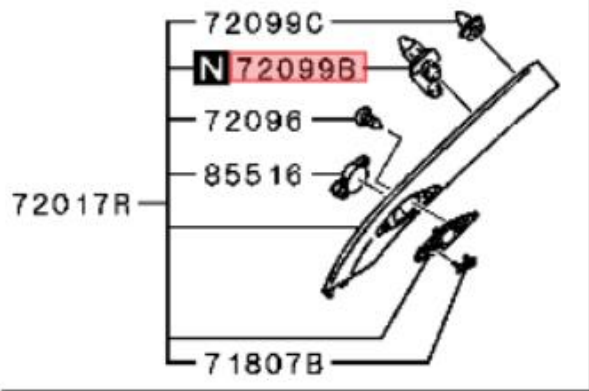
4. Fix the drain hose between the front pillar panel and the harness clip.



5. Reinstall the Front Speaker, Front Speaker Garnish, and Front Pillar Garnish.
*[CLIP, FR PILLAR TRIM (Part No. 7210A329)] is non-reusable parts.

ASA-CAPS
PNC: 72099B

W/ TWEETER



POWER LIFTGATE SPINDLE UNIT: GREASE

The lubricating grease of the Power Liftgate Spindle Unit may adhere to adjacent areas as shown in the images below. However, it does not affect the retention/operation of the tailgate. The Power Liftgate Spindle Unit will be modified by June 2023. Until then, please refer to the following notes and remove the grease upon customer request.



Affected Models:

2022-2023 Outlander
2023 Outlander PHEV

} Equipped with power liftgate

Note: Spray a degreasing agent (parts cleaner etc.) onto a waste cloth and wipe off the excess grease.

*Do not spray the degreasing agent directly onto the Spindle Unit.



TSB/TIN/ATIN REVIEW

Since Tech Talk 272, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
2/6/2023	TIN-22-31-001REV3	WHEEL VIBRATION INVESTIGATION - REVISED	2022 Outlander and Eclipse Cross
	TIN-23-00-001	COLORADO DIVISION OF MOTOR VEHICLES (DMV) LETTERHEAD - TAKATA RECALLS	Certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV
2/14/2023	TSB-23-33-002	STRUT BEARING NOISE	2022 Outlander
3/7/2023	TSB-22-55-002REV	A/C UNINTENTIONALLY TURNS OFF - REVISED	2022-23 Outlander
	TSB-21-52A-002REV	EXCESSIVE INTERMITTENT MOVEMENT IN DRIVER'S POWER SEAT - REVISED	2007-19 Outlander, 2018-19 Outlander PHEV, 2011-21 Outlander Sport/RVR
	TSB-11-66-001REV	ACCESSORY REMOTE START ENGINE - REVISED	2009-2011 Endeavor, 2010-2012 Eclipse/Eclipse Spyder, 2009.5-2012 Galant, 2010-2017 Lancer, 2010-2014 Lancer Sportback, 2009-2020 Outlander, and 2011-2023 Outlander Sport
	TSB-23-35-002	CORRECTION / ADDITION OF SERVICE BRAKE AND CHASSIS ELECTRICAL INFORMATION - SMR	2023 Outlander PHEV
	TIN-23-66-001	REMOTE ENGINE START SYSTEM INOPERATIVE	2009-2011 Endeavor, 2010-2012 Eclipse/Eclipse Spyder, 2009.5-2012 Galant, 2010-2017 Lancer, 2010-2014 Lancer Sportback, 2009-2020 Outlander, and 2011-2023 Outlander Sport
3/14/2023	TIN-23-00-002	NEW MEXICO MOTOR VEHICLE DIVISION (MVD) LETTERHEAD - TAKATA RECALLS	Certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV
	TIN-23-00-003	MASSACHUSETTS REGISTRY OF MOTOR VEHICLES (RMV) LETTERHEAD - TAKATA RECALLS	Certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV

IMPORTANT

Affected new or used vehicle inventory must be repaired before the vehicle is sold or delivered. Dealers must check their vehicle inventory VINs on the Warranty Superscreen to verify whether the vehicle is involved in a recall campaign.

It is a violation of Federal Law for a dealer to sell or deliver a new motor vehicle or any new / used motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.



Atlanta Technical Training Center - Southeast Region
 801 Interstate West Parkway, Lithia Spring, GA 30122
 (770) 732-3000 Airport: Atlanta (ATL)

March '23				
Monday	Tuesday	Wednesday	Thursday	Friday
27	28	1	2	3
	CES	CES	ADAS	ADAS
6	7	8	9	10
13	14	15	16	17
	MED4	STV4	EL1	EL1
20	21	22	23	24
	ER1	ER1	ER1	
27	28	29	30	31

April '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
	MED4	STV4	EL1	EL1
10	11	12	13	14
17	18	19	20	21
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
24	25	26	27	28
1	2	3	4	5
	MED4	STV4	EL1	EL1

Dallas Technical Training Center - Central/West Region
 810 Mesquite Bend Drive, Irving TX 75063
 (972) 401-5930 Airport: Dallas-Fort Worth (DFW)

March '23				
Monday	Tuesday	Wednesday	Thursday	Friday
27	28	1	2	3
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
6	7	8	9	10
	MED4	STV4	EL1	EL1
13	14	15	16	17
20	21	22	23	24
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
27	28	29	30	31
	EECS	EECS	EECS	EECS

April '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
	MED4	STV4	EL1	EL1
17	18	19	20	21
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
24	25	26	27	28
1	2	3	4	5
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT

New Jersey Technical Training Center - Northeast Region
 516 Heron Drive, Swedesboro NJ 08085
 (856) 467-7100 Airport: Philadelphia (PHL)

March '23				
Monday	Tuesday	Wednesday	Thursday	Friday
27	28	1	2	3
6	7	8	9	10
	MTT2	MTT2	MTT2	
13	14	15	16	17
		ER1	ER1	ER1
20	21	22	23	24
27	28	29	30	31
	CC1	CC1	ADAS	ADAS

April '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
	MED4	STV4	EL1	EL1
17	18	19	20	21
24	25	26	27	28
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
1	2	3	4	5

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems (ILT)	4	EECS	ES1W, EL1, STV4, MED4, ME3W
Engine Repair (ILT)	3	ER1	ES1W, EL1, STV4, MED4, ME3W
Climate Control (ILT)	2	CC1	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases (ILT)	3	MTT2	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle (Virtual)	2	PHEVG2TT	EL1, STV4, MED4, DGPHEVWT
MEDIC4 (Virtual)	1	MED4	ME3W
STV4 (Virtual)	1	STV4	No Prerequisites
Electrical Systems 1 (Virtual)	2	EL1	ES1W
Advanced Driver Assistance Systems (ILT)	2	ADAS21TT	ES1W, EL1, STV4, MED4, ME3W
Chassis Electrical Systems	2	CES22TT	EL1, STV4, MED4, ME3W, ES1W
New Model Training 2022 Outlander (Virtual)	1	NM221TT	NM221W

Note: Green = Virtual Course / White = Face to Face Instructor Led Training

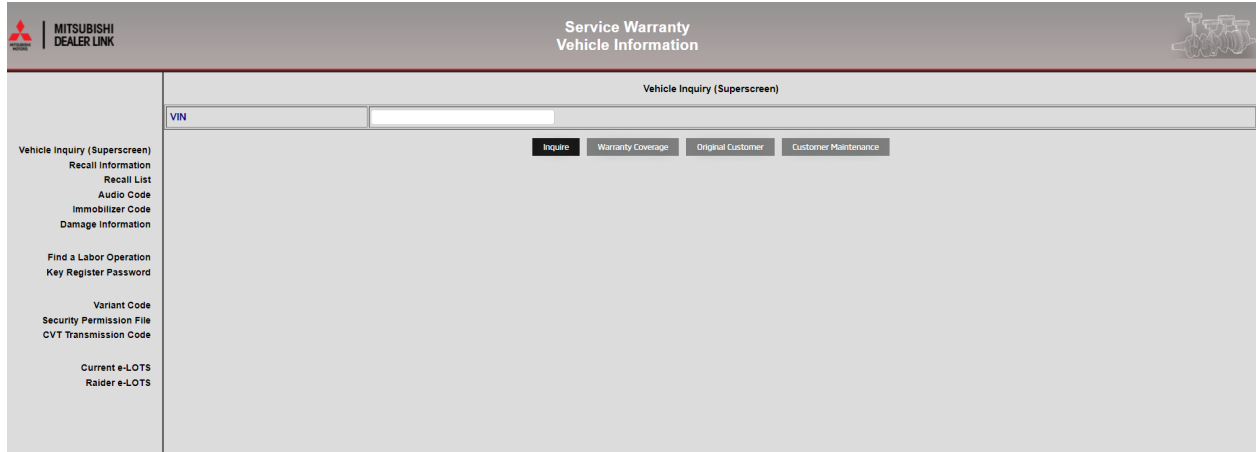


WARRANTY INFORMATION

You may have already noticed, Mitsubishi Warranty has a "NEW" Vehicle Information screen. While using this new updated screen, if any concerns arise related to warranty, please contact:

Warranty Help Desk: 1-800-380-2324

warrantywebhotline@mmsa.com



NEWS & NOTES

MITSUBISHI MOTORS TOPS MASS-MARKET SEGMENT OF J.D. POWER 2023 U.S. CUSTOMER SERVICE INDEX STUDY

FRANKLIN, Tenn., March 9, 2023 – For the first time in the 43-year history of the J.D. Power U.S. Customer Service Index (CSI) Study, Mitsubishi Motors North America, Inc. (MMNA) ranked first in the mass-market segment in the annual study of customer satisfaction with service at new-vehicle dealerships. Announced today, 2023 CSI results have Mitsubishi scoring highest among 18 mass-market brands, and second overall. Mitsubishi's 2023 CSI score of 884 was 14 points higher than its nearest rival, and represented a 30-point year-over-year improvement, the greatest among all mass market brands.

"From our in-house staff at MMNA, to our field reps across the country, to all of our dealer partners nationwide, we've all dedicated ourselves to giving Mitsubishi Motors customers the best experience possible," said Mark Chaffin, President & CEO, MMNA. "Our hard work has paid off – both for us and our customers. After we finished tenth in the mass market segment in the Study in 2018, it made us question everything that we were doing. Now to see us ranking first among all mass-market brands in the J.D. Power 2023 U.S. CSI Study, well, this is truly an accomplishment worth celebrating. Thanks and congratulations to the entire team on this milestone achievement."

New this year, the J.D. Power U.S. CSI Study includes model segment rankings to provide even more granularity about the service experience based on customer preferences, vehicle use and more. Mitsubishi Motors not only earned the J.D. Power Award for ranking first among all Mass Market Brands evaluated, the three-diamond brand also took top honors in the new Mass Market SUV segment.

Mitsubishi Motors' top ranking in the 2023 U.S. CSI study is the realization of a multi-year effort focused on improving its corporate and retail operations to encompass every touchpoint of the customer relationship with their vehicle as well as the shopping, purchase and service experiences. Mitsubishi's 30-point year-over-year improvement – the most of any mass market brand in the study – capped a climb from tenth place in mass-market in 2018. The brand's CSI success follows two straight years of year-on-year retail sales growth, and the successful launches of the brand's award-winning Outlander and Outlander PHEV flagship vehicles ¹.

The annual J.D. Power U.S. CSI Study examines customer satisfaction with maintenance and repair service at new-vehicle dealerships. Owners of one to three-year-old vehicles are surveyed regarding their most recent dealership service experience for both in-warranty and customer-pay service work. The study examines satisfaction in five measures of service experience – Service Initiation, Service Advisor, Service Facility, Vehicle Pick-up and Service Quality – to calculate Overall CSI scores.

NEWS & NOTES (Continued)

FRANKLIN, Tenn., March 10, 2023 – Mitsubishi Motors North America, Inc. (MMNA) shares the following material:

At 12:00am March 10 (3:00pm JST) Mitsubishi Motors Corporation (MMC), unveiled its next Mid-Term Business Plan (MTP). This three-year plan, dubbed "Challenge 2025", sets out MMC's corporate direction in reinforcing the company's environmental commitment toward a carbon-neutral future, laying the foundation for how MMC will work within the Renault-Nissan-Mitsubishi Alliance and other global alliances, and discussing future plans for various global markets.

Under Challenge 2025, the next three-year mid-term plan (MTP), Mitsubishi Motors Corporation (MMC) will accelerate efforts toward a sustainable carbon neutral future, made possible through a reduction of vehicle CO2 emissions by 40% and a reduction in operational CO2 by 50% by 2030.

Additionally, MMC will move to make 50% of global sales an EV by 2030, and then 100% of the fleet electrified by 2035 ("EV" specifically refers to a blend of plug-in hybrids (PHEV), hybrids (HEV) and pure electrics (BEV)). This goal is made possible through more aggressive investment in R&D and CAPEX, particularly in areas of electrification, IT, and new business. MMC also envisages a 200 billion Yen (US \$1.5 billion) investment in battery sourcing to achieve its EV sales target in 2030.

During the three years that comprise Challenge 2025, MMC will:

1. Build upon the momentum already started globally with sales successes, segment-leading product launches, industry awards, and regional successes; strengthen brand reputation; and maintain stable earnings for the company through specific regional strategies
2. Accelerate EV development toward the company's goal of carbon neutrality, and enhance collaboration with Renault-Nissan-Mitsubishi Alliance partners
3. Continue technology innovation and digitalization already begun, as well as expand into new areas of business growth specifically as it relates to North America, the next three years of business will see an enhanced and electrified product lineup in the market, closer cooperation with Alliance member Nissan, and growing the company's local leadership position in digital tools for sales and marketing areas across other global markets. Coming off of two straight years of year-on-year retail sales growth and being named the number one mass market brand in JD Power's 2023 Customer Satisfaction Index study, momentum is on the company's side in the U.S. right now.

